

H.R. 3375, Stopping Bad Robocalls Act
Floor Statement
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As Prepared for Delivery

Madame Speaker, I rise today in strong support of H.R. 3375, the Stopping Bad Robocalls Act. I congratulate the authors of this legislation on both sides of the aisle.

The Association of American Retired Persons sent us a letter yesterday urging this bill's adoption by stating that "H.R. 3375 promotes an accurate call authentication framework and prevents consumers from being charged for blocking technology." The support doesn't end with them but spans consumer and industry groups that have seen the impact of this scourge. This bill incorporates the best of private sector solutions, at the same time putting the call out to crack down on these illegal actors for the criminals they are.

We are going to stop these malicious scammers. This legislation establishes a more rigorous enforcement structure to shut down illegal robocalls. It empowers the Federal Communications Commission with additional enforcement tools. And, it sets the path for providers to

implement new caller-ID technologies, with no new line item charges to consumers.

Robocalls have moved beyond a simple nuisance. Sophisticated actors are now using them to trick people into providing sensitive information by posing as legitimate organizations. When this “spoofing” happens to hospitals, patients have no reason to believe there is a fraudulent actor on the other line, leading them to reveal sensitive health data and financial information. This activity threatens the integrity of real health-related phone calls and jeopardizes the relationship between patient and provider.

Even more challenging than explaining to consumers that calls from your phone number are not always from your organization, is the response time required. According to testimony by Dave Summitt of the H. Lee Moffitt Cancer Center, in a ninety-day period they received over 6,600 external calls identified as a Moffitt internal phone number, requiring 65 hours of response time. This is time that could have been used to support the hospital rather than respond to fraudulent calls.

During the Energy and Commerce Committee markup, I offered an amendment with Mrs. Dingell to establish a Hospital Robocall Protection Group at the Federal Communications Commission. This group will issue best practices to help combat unlawful robocalls made to hospitals, as well as those made “spoofing” a legitimate hospital phone number.

The Hospital Robocall Protection Group will assist hospitals to combat these fraudulent robocalls so that they may focus on serving patients. A patient should not have to worry about whether they are speaking with their real provider when discussing sensitive health information, and providers should not have to deal with disruptive false claims. This amendment was adopted in committee, and I look forward to best practices being put forward by the Hospital Robocall Protection Group.

The fraud committed on Americans by illegal robocallers is going to end. This bipartisan legislation creates a robust framework designed to protect consumers from the fraud and nuisance of these calls, and I support this legislation.

Thank you, and I yield back the balance of my time.